Iowa Department of Administrative Services
Director's Office

DAS

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Technology Governance Board
Frequently Asked Questions

The TGB provides an information technology governance structure in which all stakeholders, including the information technology professionals, internal customers and related areas such as finance and policymakers have input into key technology investment and strategic decisions. This prevents a single stakeholder from shouldering a disproportionate responsibility for the complex technological issues facing the institutions of government and encourages all stakeholders to participate in the success and efficiency of the enterprise. To that end, the TGB oversees the investment and performance of information solutions across executive branch agencies and advises and counsels the Governor on the development, operation, and management of the State's IT investments, resources, and systems.

Q1:   What is the Technology Governance Board?

**A1:   **The Technology Governance Board is comprised of ten members, including the Director of the Department of Administrative Services, Director of the Department of Management, three representatives from large state agencies, two representatives from medium sized state agencies, one representative from a small state agency, and two private sector members. The Technology Governance Board is charged with making the following recommendations to the Department of Administrative Services:

- Development and adoption of an executive branch strategic technology plan.

- Annual review of technology operating expenses and capital investment budgets of all state agencies.

- Review and approval of all requests for proposals prior to issuance for all information technology devices, hardware acquisition, information technology services, software development projects, and information technology outsourcing for agencies that exceed the greater of a total cost of fifty thousand dollars or a total involvement of seven hundred fifty agency staff hours.

- Development of a plan and process to improve service levels and continuity of business operations, and to maximize the value of information technology investments.

- Technology utility services to be implemented by the department or other agencies.

- Modifications to the business continuity plan for state government information technology operations.

- Technology initiatives for the executive branch of state government.

- Rates to be charged for access to value-added services performed through IOWAccess, the State of Iowa's official web portal.

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Q2: **When and why was the Technology Governance Board established?**

A2: Two years after the establishment of the Department of Administrative Services and its entrepreneurial management model in 2003, Governor Vilsack proposed an improved governance structure for Executive Branch information technology. The Iowa legislature passed House File 839 in May, 2005 establishing the Technology Governance Board (TGB). The TGB is responsible for reviewing and reporting on total annual technology expenditures and preparing estimates for the amount of technology spending to be requested for the succeeding fiscal year for all state agencies. The board must develop a projection of technology cost savings, an accounting of the level of technology cost savings for the current fiscal year, and a comparison of the level of technology cost savings for the current fiscal year with that of the previous fiscal year.

In conjunction with the Department of Administrative Services, the Technology Governance Board is responsible for developing and adopting information technology standards applicable to all participating agencies.

The Technology Governance Board structure was developed to ensure the information technology community in state government is responsive to the business requirements of government for the provision of relevant, high quality, appropriately priced services. This empowers the internal business customers to be the drivers of information technology services by choosing the products and services that best meet their needs, enabling state agencies to better serve their customers—the citizens of Iowa.

Q3: **What advisory groups has the Technology Governance Board formed?**

A3: The Technology Governance Board has formed the Service Oriented Architecture (SOA) Advisory Committee, and the TGB also works on many initiatives with support from the Joint Council of Information Officers (JCIO).

The SOA Advisory Committee is comprised of core members from all three branches of state government. This group oversees the various standards-setting and research working groups that will drive the implementation of Service Oriented Architecture. The Criminal Justice Information Sharing (CJIS) project is the first multi-agency project that will make widespread use of SOA to achieve its goals. The SOA Advisory Committee has been invited to participate in the selection of the CJIS project vendor and the eventual delivery of the project. They will use this experience to gather real-world information about SOA and use the knowledge to further the adoption of SOA throughout the State.

Q4: **Who are the JCIO's and what do they do?**

A4: The JCIO's (Joint Chief Information Officers) are the CIO's of the agencies representing over 90% of the state spending on information technology in the executive branch. The 2004 IT consolidation study determined that savings for the agencies would result from collaboration and cooperation on joint activities between the CIO's.

Although not formed by the TGB, the JCIO works with the TGB on many initiatives. The JCIO acts in an advisory capacity to the TGB and reviews information technology Requests For Proposals (RFPs), explores technology initiatives and makes recommendations. The JCIO has initiated several projects in the areas of security, infrastructure/networking, purchasing and business processes and reports their findings and progress to the TGB. The JCIO is comprised of the enterprise Chief Information Officers from the Departments of Administrative Services, Corrections, Education, Human Services, Public Health, Public Safety, Natural Resources, Revenue, Transportation; Iowa Workforce Development, Iowa Communications Network, and the Iowa Veteran's Home.

Q5: What processes have been implemented by the Technology Governance Board?

A5: <u>Review of Convenience Fees for Electronic Services</u> - The TGB is required by the Code of Iowa section 8A.204-3(3f) to approve rates for electronic access to value-added State services from recommendations provided by the IOWAccess Advisory Council. Since the board was formed in July of 2005, the TGB has discussed and approved the following rates:

- Public Safety – A $10 fee for Iowa criminal history record checks with Internet credit card use.

- Public Health – A $3 fee for licensing public health officials with Internet credit card use.

- Iowa Workforce Development – A $4.30 to $18.75 fee range for elevator permitting with Internet credit card use. The fee amount is based on the dollar amount of the permit being issued.

Upon approval of the fees, the TGB notifies both the Department of Management and Legislative Services Agency. Agencies collecting the convenience fees understand the fees may be reviewed periodically and adjusted, if necessary.

<u>RFP Reviews</u> - The TGB reviews all information technology (IT) requests for proposals (RFP) from participating agencies prior to issuance for all IT hardware, software development projects, IT services, and IT outsourcing in excess of either $50,000 or 750 staff hours. The TGB may approve the issuance of the RFP, defer action on the RFP until additional information is submitted, or disapprove the issuance of the RFP. Participating agencies cannot issue an RFP exceeding either the cost or staff hour threshold without TGB permission. In the past year, over two dozen RFPs have been reviewed. The TGB has recently decided to begin reviewing sole source procurements for IT purchases over $50,000 in value. Sole source procurements are defined as a purchase of a good or service in which the department or agency selects a vendor without engaging in a competitive selection process. The TGB sole source procurement reviews do not include upgrades to existing hardware or software, expansions or replacements for existing IT hardware or software, or annual maintenance fees.

<u>Information Technology Standards</u> - The TGB approved two administrative rules relating to information technology standards. The following rules became effective November 29, 2006:

- *Iowa Administrative Code 11—25.9(8A) Adoption of Enterprise Operational Standards* - This rule establishes the process for bringing proposed standards to the Technology Governance Board for approval, including a provision for public comment, and the implementation of approved rules by publishing them on the DAS Internet website and providing a notification to participating agencies.

- *Iowa Administrative Code 11—25.11(8A) Assessment and Enforcement of Security Operational Standards* - This rule establishes the ability of the state Chief Information Security Officer (CISO) to assess compliance with approved security standards and includes appropriate remedies if compliance is not achieved. Since security must be balanced with risk and service delivery, the rule provides for the CISO to exercise limited discretion through a defined process that provides for additional time to achieve compliance or accommodates minor variances from the security standard. The rule seeks to achieve an optimal balance within a controlled framework.

Through the implementation of these administrative rules, the Technology Governance Board has established processes that provide for the efficiency and flexibility needed in the standards-setting process and establishes the authority necessary to assess and enforce information security standards and policies.

Q6: **What is the vision and mission of the Technology Governance Board?**

A6: Vision - Technology: supporting extraordinary customer service.

Mission - The Technology Governance Board maximizes the value of executive branch information technology for Iowa's citizens by:

- Promoting technology-based innovation.
- Promoting excellence in all aspects of the information technology in state government.
- Reducing duplication of services.
- Supporting high-quality standards-based information technology services.
- Tracking and reporting information technology expenditures.

Q7: **Which agencies are subject to oversight by the Technology Governance Board?**

A7: Forty (39) state government entities are considered mandatory participating agencies and were required to participate in RFP reviews and other TGB processes for their organizations. They are:

- Administrative Services
- Blind, Department for the
- Civil Rights
- College Student Aid Commission
- Commerce – Alcoholic Beverages
- Commerce – Banking
- Commerce – Credit Union
- Commerce – Insurance
- Commerce – Professional Licensing & Regulation
- Commerce – Utilities
- Corrections

- Cultural Affairs
- Economic Development
- Education
- Education – Library Services
- Education – Vocational Rehabilitation
- Elder Affairs
- Ethics & Campaign Disclosure
- Governor's Office
- Human Rights

- Human Services
- Inspections & Appeals
- Iowa Communications Network
- Iowa Finance Authority
- Iowa Law Enforcement Academy
- IPERS
- Management
- Natural Resources
- Office of Drug Control Policy

- Parole Board
- Public Defense – Homeland Security – Emergency Mgmt.
- Public Employment Relations Board
- Public Health
- Public Safety
- Revenue
- Transportation
- Veterans Affairs
- Veterans Affairs – Iowa Veterans Home
- Workforce Development

Q8: **What are the current initiatives of the Technology Governance Board?**

A8: The TGB published an executive branch strategic information technology plan in December 2006 that set forth seven key result areas. They are:

1. Organizational and Operational Structures for Information Technology – Five year planning, establishment of key advisory groups, and development of resource pools for policy and technologies.

2. Information Technology Standards Management – Further development of information technology, security, and privacy standards and designation of additional utility services.

3. Information Technology Portfolio Assessment – Development of an enterprise information technology portfolio to assist in eliminating duplication across the executive branch and maximize the value of information technology resources.

4. Research and development: Opportunities and Awareness – To foster and finance information technology education, awareness, and innovation throughout state government.

5. Business / IT Analysis Including Gap Analysis and Business Process Portfolio - Identify key or common business processes across the enterprise and develop common solutions.

6. Personnel - Strategic skills development and realignment; workforce planning.

7. Measurement using Benchmarking, Scorecard, and Strategic value targets

For further information, contact:

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